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# **FAMILY VIOLENCE SHELTER & SHELTER SERVICES PROGRAM INTRODUCTION**

The purpose of this guide is to give Family Violence Shelter and Shelter Services subrecipients a brief outline of the program and financial requirements/responsibilities involved with receiving federal Health and Human Services Grant funds and State Family Violence Shelter and Shelter Services allocations. This guide is not intended to replace more detailed technical assistance available from the OCJP Program Manager assigned to your project. Subrecipient staff are encouraged to address questions or concerns regarding the subject matter in this guide or other issues to your OCJP Program Manager.

Authorized through Public Chapter 930, the Family Violence Shelter and Shelter Services Program became effective July 1, 1984. This law allowed the Department of Human Services to establish a program providing shelter and shelter services to victims of family violence and their dependents. In 1986, the Department also received funds from the Department of Health and Human Services, Family Violence Prevention and Services Act (FVPSA). Both funding sources are used to fund family violence shelter and shelter services.

In July 1998 the Family Violence Shelter and Shelter Services Program was transferred to the Department of Finance and Administration, in the Office of Criminal Justice Programs, and was designated as the state agency responsible for administering this grant program. This consolidation was made to provide a more coordinated approach in planning and allocation of federal and state funds and to more efficiently manage services to victims in Tennessee.

OCJP grants awarded under the Family Violence Shelter and Shelter Services grant program are governed by the provisions of the Office of Management and Budget (OMB) circulars applicable to financial assistance. These circulars, along with additional information and guidance, are contained in the OCJP Administrative Guide for the Family Violence Shelter and Shelter Services Grant Program available from the Office of Criminal Justice Programs upon award of grant funds. This policy manual provides information on allowed costs, methods of payment, audit requirements, accounting systems and financial records.

This Guide incorporates by reference the provisions of the Office of Management and Budget (OMB) circulars and government-wide common rules applicable to grants and cooperative agreements. These circulars and common rules include the following:

**NOTE: DHHS, Family Violence Prevention and Services Act (CFDA # 93.671)**

### Circulars and Common Rules

<b>OMB CIRCULARS:</b>	
<b>Administrative Requirements:</b>	
OMB Circular A-102	"Grants and Cooperative Agreements with State and Local governments," revised October 7, 1994
OMB Circular A-110	"Uniform Administrative Requirements for Grants and Agreements With Institutions of Higher Education, Hospitals and Other Non-Profit Organizations," November 19, 1993 (codified at 28 CFR Part 70).
<b>Cost Principles:</b>	
OMB Circular A-21	"Cost Principles for Educational Institutions," revised April 26, 1996 (codified at 28 CFR Part 66 by reference).
OMB Circular A-87	"Cost Principles for State, Local, and Indian Tribal Governments," revised May 4, 1995 (codified at 28 CFR Part 66, by reference).
OMB Circular A-122	"Cost Principles for Nonprofit Organizations" revised May 8, 1997 (codified at 28 CFR Part 66, by reference)
<b>Audit Requirements:</b>	
OMB Circular A-133	"Audits of State, Local Government and Nonprofit Institutions," revised June 30, 1997 (codified at CFR Part 66 & Part 70). <a href="http://www.whitehouse.gov/OMB/grants/index.html">http://www.whitehouse.gov/OMB/grants/index.html</a>

<b>GOVERNMENT-WIDE COMMON RULES:</b>
<p>"Uniform Administrative Requirements for Grants and Cooperative Agreements with State and Local Units of Government," dated March 11, 1988 (codified at 28 CFR Part 66). (Grants Management Common Rule for State and Local Units of Governments)</p> <p>"Government-wide Debarment and Suspension (Nonprocurement) and Government-wide Requirements for Drug-free Workplace (Grants)"(codified at 28 CFR Part 67.)</p> <p>"New Restrictions on Lobbying" (Codified at 28 CFR Part 69).</p>

For additional information on grants management and to obtain copies of current circulars and common rules, please visit the OMB website at [www.whitehouse.gov/OMB/grants/index.html](http://www.whitehouse.gov/OMB/grants/index.html).

Reference: U.S. Department of Justice, Office of Justice Programs, Office of the Comptroller, Financial Guide  
 Web Address: <http://www.ojp.usdoj.gov/finguide/>

Tennessee Comptroller of the Treasury, Division of Municipal Audit, Accounting and Financial Reporting for Not-For-Profit Recipients of Grant Funds in Tennessee  
 Web Address: <http://www.comptroller.state.tn.us/ma/finreptmanual.htm>

## **CHAPTER I**

### **FVS ELIGIBLE SUBRECIPIENTS**

#### **A. PROGRAM REQUIREMENTS**

Agencies applying for state and/or federal funding must meet the following criteria:

1. Agencies must be **local** public **and** non-profit organizations **(including faith-based and community organizations)**.
2. **Agencies** must **provide documentation** that they have provided shelter or shelter services for at least six (6) months prior to the application for funds, and that the funds provided will enable them to establish or maintain a shelter exclusively for victims of family violence within a defined timetable.
3. **Programs must comply with Family Violence Shelter Performance Standards [FVS Appendix H.](#)**
4. Programs must comply with Chapter 21 of the Life Safety Code (Fire Standards) and with all other applicable health and safety codes.
5. Agencies must comply with Tennessee Code Annotated, Section 31-1-403 and 37-1-605 by reporting suspected cases of child abuse to the Department of Children's Services and with Tennessee Code Annotated 71-6-103 by reporting cases of adult abuse to the Department of Human Services as required by law.

#### **B. Eligible Population**

Any individual who fears imminent physical harm by threat of force and who customarily resides in a household with the perpetrator is eligible for service. The victim's dependent children are also eligible for services.

## CHAPTER II

# FAMILY VIOLENCE PROGRAM PURPOSE & REQUIREMENTS

### A. PROGRAM PURPOSE

The purpose of the Family Violence Shelter and Shelter Services Program is to assist nonprofit organizations and **faith-based organizations** in supporting the establishment, maintenance, and expansion of programs and projects to prevent incidents of family violence and to provide immediate shelter and related assistance for victims of family violence and their dependents.

1. **Client Record Documentation:** Performance Standards for Family Violence Shelter and Shelter Services are included as [FVS Appendix H](#). Client records must reflect the range of services provided to the victim including services provided to children, other dependents and the perpetrator. Client record documentation is defined in the Standards.

Information documenting victim eligibility must be on file.

A release of information is required when information is shared/obtained

**Parent's Medical Release Form for child (ren) is required when applicable.**

**Client Grievance Procedure is required for all clients receiving direct services.**

2. **Agency Documentation:** Performance Standards for Family Violence Shelter and Shelter Services requires agencies to provide twenty-four hour access to telephone crisis hotline and community education as core components. Documentation for these services may be maintained in a central record following these guidelines.
  - a. **Twenty-Four Hour Telephone Hotline:** Agencies should have a written plan showing how hotlines will be covered, describe the period of coverage for each responsible person and provide for backup coverage in the case of an emergency. In addition to the plan for telephone coverage, the agency must keep statistical records on the number of calls received.
  - b. **Community Education:** The central record should include documentation that explains how the educational activities were delivered. Documentation must identify date(s) and person(s) conducting training activities, topics covered, number of individuals who participated, types of materials disseminated, and persons referred for direct services. Any public speaking, media messages, or public awareness campaigns must be documented.

3. **Record Keeping:** The subrecipient must establish and maintain program records that ensure project activities are in compliance with the approved project narrative. Such records must be readily available for review.

**B. PROGRAM PRIORITIES**

The priorities of the Family Violence Shelter and Shelter Services grant are to meet the needs of victims by providing emergency shelter and related services to the victim and their families. Additionally meeting the needs of the underserved population, including populations underserved because of ethnic, racial, cultural, language diversity or geographical isolation is another priority for Family Violence Shelter and Shelter Services.

## CHAPTER III

### FVS REPORTING REQUIREMENTS

All subrecipients are responsible for periodic reporting of output and outcome data on their projects to OCJP. Reporting requirements for Family Violence Shelter subrecipients include a Semi-Annual Output Report, Semi-Annual Outcome Report, Annual Output and Outcome Reports, Policy 03 Quarterly Expense and Revenue Report, and an Invoice for Reimbursement Form. These reports are used to monitor projects, fulfill federal and grant reporting requirements, provide information for state strategies and implementation plans, and to assist OCJP in determining project success and funding allocations. An example of the Family Violence Reporting Form is provided in the [FVS Appendix B](#). Forms may be reproduced locally, but should maintain the original form and content.

NOTE: The FVS Reporting Form is to be used by the subrecipient as an internal tool for the collection and reporting of data to OCJP on the semi-annual and annual output reports. **There have been some minor changes to the FVS Reporting Form due to additional data requested by the DHHS, Family Violence Prevention and Services Act (FVPSA).** The Report is not to be submitted to OCJP.

NOTE: **The subrecipient is required to gather and maintain statistical data relating to grant project activities as required by the Office of Criminal Justice Programs. The data collected should support the information submitted on the semi-annual and annual reports. OCJP may periodically request to see back-up data that supports the information submitted on your semi-annual and annual output and outcome reports.**

The Project Director is responsible for timely submission of completed **program and fiscal** reports. **Note: Inability to submit required reports is considered failure of a required contract obligation.**

- A. **FVS Semi-Annual Output Reporting :** Project Directors will submit a completed FVS Semi-Annual Output Report on their FVS projects for the period July 1<sup>st</sup> through December 31<sup>st</sup>. Reports describe in output data progress for the first six months of the project period. This report will be available on our website at [www.state.tn.us/finance/rds/ocjp.htm](http://www.state.tn.us/finance/rds/ocjp.htm) and should be submitted by January 31<sup>st</sup>.
- B. **FVS Annual Output Reporting:** The second output reporting is required at the end of each contract year. The Annual Output Report covers the period of **January 1<sup>st</sup> through June 30<sup>th</sup>**. The Annual Output Report will be available on our website at [www.state.tn.us/finance/rds/ocjp.htm](http://www.state.tn.us/finance/rds/ocjp.htm) and should be submitted to OCJP by July 31<sup>st</sup>.
- C. **Semi-Annual Outcome Reporting:** Outcome reporting is required of all subrecipients at mid-year. The Semi-annual Outcome Reports covers the period **July 1<sup>st</sup> through December 31<sup>st</sup>**. Outcomes are benefits resulting for the participants from the program activities. OCJP is interested in collecting project outcome data based on the “core

outcomes” by project type. The Semi-Annual Outcome Report will be available on our website at [www.state.tn.us/finance/rds/ocjp.htm](http://www.state.tn.us/finance/rds/ocjp.htm) and should be submitted to OCJP by January 31<sup>st</sup>. Core Outcome Indicators and Recommended Measures are included in [FVS Appendix E](#). The Domestic Violence Sample Client Satisfaction Survey is included in [FVS Appendix F](#). The Semi-annual Outcome report should be submitted to OCJP by January 31<sup>st</sup>.

- D. **Annual Outcome Reporting:** The second outcome reporting is required at the end of each contract year. The Annual Outcome Report covers the period of **January 1<sup>st</sup> through June 30<sup>th</sup>**. The Annual Outcome Report should be submitted to OCJP by July 31<sup>st</sup>.
- E. [Community and/or Collaboration Surveys](#) (as required based on your program type) cover the period **July 1<sup>st</sup> through June 30<sup>th</sup>**. The Community and Collaborator Survey Reports should be reported annually to OCJP by July 31<sup>st</sup>. See [FVS Appendix F](#)

**NOTE:** Subrecipient are not required to use client surveys to collect required **core outcome data**, but they are required to provide data addressing the core outcome indicators and measures for your specific project type, using a standard five-point scale (**Strongly Agree, to Strongly Disagree**) for all client feedback and satisfaction data. **Subrecipients should not change the substance of the core outcome measures.** Subrecipient agencies may also choose to use other available data sources to further validate and verify subrecipient data i.e. exit interviews, case notes, focus groups, staff observations, etc. **NOTE: Data based on staff observations should be submitted as supplemental and NOT included with client feedback data.**

Data may be collected on the required **satisfaction** measures separately from participant outcome data in order to assure confidentiality. If a separate process is used to collect data on the required satisfaction measures, that process must be separately described in the logic model project narrative. **See Appendix J, Rules/Guidelines for OCJP Required Data Collection.**

- F. **Projected Output Report:** Projecting outputs is a requirement of all subrecipients at the beginning of each contract year. Subrecipients are asked to project the number of outputs to be achieved during the upcoming contract year. Projected output reports should be submitted by July 31<sup>st</sup> for the upcoming contract period July – June. The data will assist OCJP in evaluating the planned versus actual activities funded through the grant.



## FVS REPORTS

Name of Report	Dates Covered	Date Due	Person Sent To
1. Semi-Annual Outcome Reporting	July 1 – December 31	January 31	<b>Submitted as on-line report</b>
2. Semi-Annual Output Reporting	July 1 – December 31	January 31	<b>Submitted as on-line report</b>
3. Annual Outcome Reporting	January 1 – June 30	July 31	<b>Submitted as on-line report</b>
4. Annual Output Reporting	January 1 – June 30	July 31	<b>Submitted as on-line report</b>
<b>5. Annual Output Projection Report</b>	<b>July 1- June 30</b>	<b>July 31</b>	<b>Submitted as on-line report</b>
6. <u>Policy 03 Quarterly Expense and Revenue Report (Non-profit Agencies only)</u>	1st Quarter 2nd Quarter 3rd Quarter 4th Quarter	1st Quarter/10-15 2nd Quarter/1-15 3rd Quarter/4-15 4th Quarter/7-30	<b>Janet Stewart</b> Office of Criminal Justice Programs Department of Finance & Administration 312 8th Avenue North, Suite 1200 William R. Snodgrass Tennessee Tower Nashville, Tennessee 37243-1700 <a href="mailto:Janet.Stewart@state.tn.us">Janet.Stewart@state.tn.us</a>
7. <u>Tennessee Department of Finance &amp; Administration Invoice for Reimbursement</u>	Prior Month	<b>Monthly</b>	<b>Office of Business &amp; Finance</b> Department of Finance & Administration 20th Floor Tennessee Tower 312 8th Avenue North William R. Snodgrass Tennessee Tower Nashville, Tennessee 37243 <a href="mailto:OCJP INVOICE@state.tn.us">OCJP INVOICE@state.tn.us</a>
8. <u>Project Equipment Summary Report</u> –if applicable	Current fiscal year	30 days past the end of the State fiscal year (July 31)	<b>Program Manager</b> Office of Criminal Justice Programs 312 8th Avenue North, Suite 1200 William R. Snodgrass Tennessee Tower Nashville, Tennessee 37243-1700

## CHAPTER IV

### FVS PUBLICATION

A. **Definition:**

Publication shall be construed as the initiation of the procurement of writing, editing, preparation of related illustration material, including videos, from subrecipients, or the internal printing requirements of the subrecipient necessary for compliance with the terms of the project. However, individuals are authorized to make or have made by any means available to them, without regard to the copyright of the journal, and without royalty a single copy of any such article for their own use.

B. **Upon Publication of Documents:** Project Directors are encouraged to make the results and accomplishments of their activities available to the public. A subrecipient who publicizes project activities and results shall adhere to the following:

1. Responsibility for the direction of the project should not be ascribed to the Department of Health and Human Services or the Tennessee Office of Criminal Justice Programs.
2. All reports, studies, notices, informational pamphlets, press releases, signs, and similar public notices (written, visual or sound) prepared and released by the Grantee shall include the statement, **“This project is funded under an agreement with the State of Tennessee, Department of Finance and Administration, Office of Criminal Justice Programs and is supported through funding awarded by the Department of Health and Human Services, DHHS.”** Additionally, studies and research/report type publications expressing the direction of project activity must **also** contain the following federal funding statement:

**“The opinions, findings, conclusions or recommendations contained within this document are those of the author and do not necessarily reflect the views of the Department of Health and Human Services”.**

In addition, statements, press releases, requests for proposals, bid solicitations and other documents describing projects or programs funded in whole or in part with Federal money, all grantees receiving Federal funds, including but not limited to State and local governments and recipients of Federal research grants, shall clearly state (1) the percentage of the total costs of the program or project which will be financed with Federal money, (2) the dollar amount of Federal funds for the project or program, and (3) percentage and dollar amount of the total costs of the project or program that will be financed by non-governmental sources.

3. A recipient/subrecipient is expected to publish or otherwise make widely available to the public, as requested by OCJP, the results of work conducted or produced under an award.

4. The subrecipient also agrees that one copy of any such publication will be submitted to the Office of Criminal Justice Programs of the Department of Finance and Administration to be placed on file and distributed as appropriate to other potential subrecipients or interested parties.
5. All publications and distribution agreements with a publisher will include provisions giving the Federal government a royalty-free, non-exclusive, and irrevocable license to reproduce, publish, or otherwise use and to authorize others to use for Federal government purposes. (Refer to Copyrights section of Chapter 6 of the U.S. Department of Justice, Office of Justice Programs, Office of the Comptroller, Financial Guide.)
6. Unless otherwise specified in the award, the subrecipient may copyright any books, publications, films, or other copyrightable material developed or purchased as a result of award activities. Copyrighted material shall be subject to the same provisions of the federal government.
7. The subrecipient shall submit a publication and distribution plan to the OCJP before materials developed under an award are commercially published or distributed. The plan shall include a description of the materials, the rationale for commercial publication and distribution, the criteria to be used in the selection of a publisher, and, to assure reasonable competition, the identification of firms that will be approached. Prior OCJP approval of this plan is required for publishing project activities and results when Federal funds are used to pay for the publication.

## CHAPTER V

# FVS PERFORMANCE MEASUREMENT & DECISION MAKING

### A. PERFORMANCE MEASUREMENT

1. The Office of Criminal Justice Programs, like all funders, wants to be a responsible steward of limited federal and state grant money. To accomplish this goal, OCJP works to assure that grants are awarded to agencies that can demonstrate they make a difference for clients. The change in focus, for subrecipient agencies, from outputs to outcomes has provided OCJP with the opportunity to work with our subrecipient agencies:
  - a. to equip them with the tools and experience they need to manage their operations and
  - b. to demonstrate their accountability.
2. OCJP is interested in subrecipient agencies improving performance not simply in quantifying their effort. It has been demonstrated that agencies that want to survive and flourish must make significant efforts to continually improve performance and to be able to prove it with verifiable measurements.
3. Although output data is still important and will continue to be collected and submitted to our federal funders, outcome data has provided us with information related to the results of agency efforts on the clients the OCJP/subrecipient partnership serves. Outcome information describes some change in the participant's condition and establishes the benefits of the funding in measurable terms.
4. There are basically three reasons for attending to client outcomes:
  - a. **To Improve Program Performance** - Agencies exist to help clients find better lives. Agencies want clients safer, more informed, aware of their options and exercising better judgment. Subrecipient agencies need solid information about how well their clients are doing in order to continue improving the quality of their programs.
  - b. OCJP and other funding sources must be in a position to make funding decisions:
    - When funds are available, funding agencies need information on results to decide which service models to support.
    - When funds are limited, funding agencies must be able to direct limited resources toward approaches known to work.
  - c. **To Meet Federal Reporting Requirements.**

5. OCJP will continue to expect programs to use the logic model to describe how their grant-funded project theoretically works to benefit the target group. OCJP will also continue to collect and use **output** and outcome information as we manage our **state and** federal grants.
6. **OCJP does not collect information with which to compare one program or project with another. However OCJP publishes data on our website by which any agency can compare their own data with data reported by like projects.**

## **B. OCJP DECISION-MAKING**

1. OCJP conducts Performance Management Reviews (PMR) of each subrecipient contract each year. The performance review process consists of a detailed weighing system which provides a historical perspective of past and present subrecipient performance.
2. The PMR consists of the following criteria, based on a 100-point scale: (See [FVS Appendix G](#))
  - a. Integrity of Program Design – the logic model description of the program. (20%)
  - b. Reporting History – compliance with output and outcome reporting requirements. (20%)
  - c. Program Performance – considering compliance with victim and community/collaborator outcome measurement requirements; notification to OCJP of pertinent changes; history of spending; program manual understanding and overall program effectiveness. (40%)
  - d. Contract Monitoring –ratings will examine program and fiscal findings. (20%)
3. OCJP will make funding/allocation decisions based on:
  - a. Performance Management Review Ratings
  - b. The funding priorities and requirements of the funding source
  - c. Ensuring that funds are allocated across the state in a defensible and equitable manner.

## **FEDERAL LEGISLATIVE AUTHORITY**

### **93.671 FAMILY VIOLENCE PREVENTION and SERVICES ACT**

**AUTHORIZATION:** Title III of the Child Abuse Amendments of 1984 (Pub. L. 98-457, 42 U.S.C. 10401 et seq.) is entitled the “Family Violence Prevention and Services Act” (the Act). The Act was first implemented in FY 1986, reauthorized and amended in 1992 by Pub. L. 102-295, in 1994 by Pub. L. 103-322, the Violent Crime Control and Law Enforcement Act, in 1996 by Pub. L. 104-235, the Child Abuse Prevention and Treatment Act (CAPTA) of 1996, the Victims of Trafficking and Violence Protection Act, Pub. L. 106-386, in 2000. The Act was most recently amended by the Keeping Children and Families Safe Act of 2003. Pub. L. 108-36.

**OBJECTIVE:** The purpose of this legislation is to assist States and Native American Tribes, Alaskan Villages and Tribal organizations in supporting the establishment, maintenance, and expansion of programs and projects to prevent incidents of family violence and to provide immediate shelter and related assistance for victims of family violence and their dependents.

In addition, the Department supports the National Resource Center for Domestic Violence (NRC) and four Special Issue Resource Centers (SIRC)s. The SIRC)s are the Battered Women’s Justice Project; the Resource Center on Child Custody and Protection, Sacred Circle Resource Center for the Elimination of Domestic Violence Against Native Women and the Health Resource Center on Domestic Violence. The purpose of the NRC and the SIRC)s is to provide resource information, training, and technical assistance to Federal, State, and Native American agencies, local domestic violence prevention programs, and other professionals who provide services to victims of domestic violence.

In February 1996, the Department funded the National Domestic Violence Hotline (NDVH) to ensure that every woman has access to information and emergency assistance wherever and whenever she needs it. The NDVH is a 24-hour, toll-free service, which provided crisis assistance, counseling, and local shelter referrals to women across the country. Hotline counselors also are available for non-English speaking persons and for people who are hearing-impaired. **The Hotline number is 1-800-799-SAFE; the TDD number for the hearing impaired is 1-800-787-3224.** As of August 31, 2003 the National Domestic Violence Hotline had answered over 1 million calls.

**GENERAL GRANT REQUIREMENTS:** States should use the following definitions in carrying out their programs. The definitions are found in Section 320 of the Act.

- (1) **Family Violence:** Any act or threatened act of violence, including any forceful detention of an individual, which (a) results or threatens to result in physical injury and (b) is committed by a person against another individual (including an elderly person) to whom such person is or was related by blood or marriage or otherwise legally related or with whom such person is or was lawfully residing.
- (2) **Shelter:** The provision of temporary refuge and related assistance in compliance with applicable State law and regulation governing the provision, on a regular basis, which includes shelter, safe homes, meals, and related assistance to victims of family violence and their dependents.

- (3) Related assistance: The provision of direct assistance to victims of family violence and their dependents for the purpose of preventing further violence, helping such victims to gain access to civil and criminal courts and other community services, facilitating the efforts of such victims to make decisions concerning their lives in the interest of safety, and assisting such victims in healing from the effects of the violence. Related assistance includes:
- (a) Prevention services such as outreach and prevention services for victims and their children, assistance for children who witness domestic violence, employment training, parenting and other educational services for victims and their children, preventive health services within domestic violence programs (including nutrition, disease prevention, exercise, and prevention of substance abuse), domestic violence prevention programs for school age children, family violence public awareness campaigns, and violence prevention counseling services to abusers;
  - (b) Counseling with respect to family violence, counseling or other supportive services by peers, individually or in groups, and referral to community social services;
  - (c) Transportation and technical assistance with respect to obtaining financial assistance under Federal and State programs, and referrals for appropriate health-care services (including alcohol and drug abuse treatment), but shall not include reimbursement for any health-care services;
  - (d) Legal advocacy to provide victims with information and assistance through the civil and criminal courts, and legal assistance; or
  - (e) Children's counseling and support services, and child care services for children who are victims of family violence or the dependents of such victims, and children who witness domestic violence.

**FORMULA FOR STATE ALLOCATION:** The Secretary is required to make available not less than 70 percent of amounts appropriated under Section 310(a) for grants to States. Family Violence grants to the States, the District of Columbia, and the Commonwealth of Puerto Rico are based on a population formula. Each State grant shall be \$600,000 with the remaining funds allotted to each State on the same ratio as the population of the State has to the population of all states.

For the purpose of computing allotments, the statute provides that Guam, American Samoa, the Virgin Islands, and the Northern Mariana Islands will each receive grants of not less than one-eighth of 1 percent of the amounts appropriated.

#### **ELIGIBILITY REQUIREMENTS:**

**Applicant Eligibility:** "States" as defined in Section 320 of the Act are eligible to apply for funds. The term "State" means each of the several states, the District of Columbia, the Commonwealth of Puerto Rico, Guam, American Samoa, the Virgin Islands, the Commonwealth of the Northern Mariana Islands.

Credentials/Documentation: Applications from the designated State agency for this program must be submitted at a time specified by the Administration for Children and Families, Department of Health and Human Services. The State grant applicant, by completing the grant application, and by receiving a FVPSA grant award, certifies:

- (1) That grant funds under this Act will be distributed to local public agencies and non-profit private organizations (including religious and charitable organizations and voluntary associations) for programs and projects within the State to prevent incidents of family violence and to provide immediate shelter and related assistance for victims of family violence and their dependents in order to prevent future violent incidents (section 303(a)(2)(A)).
- (2) That not less than 70 percent of the funds distributed shall be used for immediate shelter and related assistance, as defined in section 320(5)(A), to the victims of family violence and their dependents and not less than 25 percent of the funds distributed shall be used to provide related assistance (section 303(g)).
- (3) That not more than 5 percent of the funds will be used for State administrative costs (section 303(a)(2)(B)(i)).
- (4) That in distributing the funds, the States will give special emphasis to the support of community-based projects of demonstrated effectiveness carried out by non-profit private organizations, particularly those projects the primary purpose of which is to operate shelters for victims of family violence and their dependents and those which provide counseling, advocacy, and self-help services to victims and their children (section 303(a)(2)(B)(ii)).
- (5) That grants funded by the States will meet the matching requirements in section 303(f), i.e., not less than 20 percent of the total funds provided for a project under this title with respect to an existing program, and with respect to an entity intending to operate a new program under this title, not less than 35 percent. The local share will be cash or in-kind; and the local share will not include any Federal funds provided under any authority other than this Title (section 303(f)).
- (6) That grant funds made available under this program by the State will not be used as direct payment to any victim or dependent of a victim of family violence (section 303(d)).
- (7) That no income eligibility standard will be imposed on individuals receiving assistance or services supported with funds appropriated to carry out this Act (section 303(e)).
- (8) That the address or location of any shelter-facility assisted under the Act will not be made public, except with the written authorization of the person or persons responsible for the operation of such shelter (section 303(a)(2)(E)).
- (9) That all grants made by the State under the Act will prohibit discrimination on the basis of age, handicap, sex, race, color, national origin or religion (section 307).



- (10) That funds made available under the FVPSA be used to supplement and not supplant other Federal, State, and local public funds expended to provide services and activities that promote the purposes of the FVPSA (section 303(a)(4)).
- (11) That States will comply with the applicable Departmental recordkeeping and reporting requirements and general requirements for the administration of grants under 45 CFR Part 92.

**OFFICE OF CRIMINAL JUSTICE PROGRAMS**  
**FAMILY VIOLENCE REPORTING FORM**

Agency Name \_\_\_\_\_

Reporting Period: (check the appropriate 6 month period)

☐ July – December

☐ January – June

**I. Clients**

This section relates to the contracted number of clients. It includes clients, both adults and children, who receive shelter, counseling, referrals, specific individual advocacy and transportation. It also includes unduplicated clients who call the crisis hotline.

Clients reported here should be unduplicated in that a client who receives more than one of the above services in the same reporting month should only be reported as one client for that period.

**A. Number of New Clients**

Report clients who received service for the first time during this fiscal year (July 1- June 30) reporting period.

Adult Females \_\_\_\_\_ Adult Males \_\_\_\_\_ Children (ages 0 - 17) \_\_\_\_\_

Total \_\_\_\_\_

**II. Hotline Calls**

**A. Report the number of hotline calls received during the reporting period from people needing assistance. This can include duplicate calls from the same client. Do not count calls to or from agencies.**

Total \_\_\_\_\_

**B. Number of Information and Referral Calls**

Report the number of all incoming calls other than crisis calls. This can include calls requesting community presentations, support groups and calls from other agencies.

Total \_\_\_\_\_

**III. Counseling**

**A. Report the number of **clients\**victims who have received the following services this reporting period:**

Adults receiving Individual Counseling hours \_\_\_\_\_

Adults receiving Individual Counseling (not hours) \_\_\_\_\_

Adults receiving Group Counseling \_\_\_\_\_

Adults receiving Group Counseling (not hours) \_\_\_\_\_

Children receiving Individual Counseling hours \_\_\_\_\_  
Children receiving Individual Counseling (not hours) \_\_\_\_\_

Children receiving Group Counseling \_\_\_\_\_  
Children receiving Group Counseling (not hours) \_\_\_\_\_

#### IV. **Shelter**

- A. Report the number of **women**, children, and **men** housed in shelter, safe homes and/or motels for this reporting period. If a client comes in shelter with the intent of being sheltered, they can be counted even if they later decide to leave.

Number of women sheltered \_\_\_\_\_ **(ages 18-54)**  
Number of children sheltered \_\_\_\_\_  
Number of men sheltered \_\_\_\_\_ **(ages 18-54)**  
**Number of elderly (55+ years)** \_\_\_\_\_ **Women** \_\_\_\_\_ **Men** \_\_\_\_\_  
Number of bed nights \_\_\_\_\_  
Average length of stay \_\_\_\_\_

- B. Unable to Shelter

Report the number of **women, children, and men turned away because shelter was unavailable** (e.g. homeless, denied admission due to shelter policy).

Number of women \_\_\_\_\_  
Number of children \_\_\_\_\_  
Number of men \_\_\_\_\_

- C. Referred to Other Shelters Due to Lack of Space

Report the number of **women, children, and men that were referred to other shelters due to lack of space**.

Number of women \_\_\_\_\_  
Number of children \_\_\_\_\_  
Number of men \_\_\_\_\_

- D. Report the number of **women, children, and men** returning to shelter who had received shelter during this fiscal year (July 1- June 30).

Women returning \_\_\_\_\_  
Children returning \_\_\_\_\_  
Men returning \_\_\_\_\_

- E. Report the number of elderly (55 +) provided non-shelter services during this reporting period.**

**Women** \_\_\_\_\_ **Men** \_\_\_\_\_

V. **Systems Advocacy**

- A. Report the number of contacts made on behalf of the client and/or her dependent (s).

	<b>In Shelter</b>		<b>Non-Shelter</b>
Court Advocacy	_____		_____
Social Service Advocacy	_____		_____
Law Enforcement	_____		_____
Civil Protection Orders	_____	Requested	_____ Requested
Civil Protection Orders	_____	Granted	_____ Granted

VI. **Community Education/Media Activities**

- A. Report the number of presentations or inquiries from the public or media.

Community Education Presentations \_\_\_\_\_  
Media (television, radio, newspaper) \_\_\_\_\_

VII. **Transportation**

- A. Report the number of clients transported by staff or volunteers; also report the number of clients receiving taxi and/or bus fares from the agency.

Staff	_____	Volunteers	_____
Taxi	_____	Bus	_____

**Volunteers**

- A. Report the number of volunteers and hours of service provided by volunteers.

Number of Volunteers \_\_\_\_\_ (Unduplicated)  
Number of Volunteer Hours \_\_\_\_\_

IX. **Training Provided by Staff**

- A. Identify the topic of training session and the total number of attendees. (Does not include training provided to shelter staff)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

Total number attended \_\_\_\_\_

X. **Related Problems**

- A. How many women experienced the following types of abuse?

Physical	_____
Psychological	_____
Sexual	_____

B. How many children were abused?

Physical	_____
Psychological	_____
Sexual	_____

C. **How many referrals were made by your agency for victims/children/batterers requesting the following counseling or intervention services during this reporting period?**

	Victim	<b>Child</b>	Batterer
Alcohol abuse	_____	_____	_____
Drug abuse	_____	_____	_____
<b>Batterer intervention services</b>	_____	_____	_____
Witnessed abuse	_____	_____	_____
Emergency medical intervention	_____	_____	_____
Law enforcement intervention	_____	_____	_____

D. Of the clients/victims provided service during this reporting period, how many?

	<b>In Shelter</b>	<b>Non-Shelter</b>
Returned to their previous situations	_____	_____
Moved to new living arrangements	_____	_____
Unknown disposition	_____	_____
Went to court?	_____	_____
Resulted in:		
Criminal convictions	_____	_____
Civil resolutions	_____	_____

# XI. **Clients Served**

A. Race or National Origin # Served

African American	_____
European American	_____
Hispanic	_____
Asian or Pacific Islander	_____
Native American or Alaskan Native	_____
<b>Language (other than English)</b>	_____
Unknown	_____

B. Ages Female Male

12 or under	_____	_____
13 -17	_____	_____
18 - 25	_____	_____
26 - 40	_____	_____
41 to 60	_____	_____
61 +	_____	_____
Unknown	_____	_____

C. Handicap \_\_\_\_\_

**Family Violence Shelter Services  
Reporting for Batterers Program  
Semi-Annual Reporting Form**

1. Report the number of clients served: \_\_\_\_\_

2. Type of Service

Counseling \_\_\_\_\_ Referral \_\_\_\_\_ Other \_\_\_\_\_

3. Race or National Origin

European American	_____	African American	_____
Hispanic	_____	Asian or Pacific Islander	_____
American Indian or Alaskan Native	_____	Unknown	_____

4. Ages

18 – 29	_____
30 – 44	_____
45 – 64	_____
65 +	_____
Unknown	_____

**Family Violence Shelter Services  
Reporting of Suspected Abuse Cases  
Semi-Annual Reporting Form**

1. Report the number of suspected child abuse reports referred to the Department of Children's Services for this reporting period.

\_\_\_\_\_

2. Of the number of cases reported, how many children were involved? \_\_\_\_\_

3. Report the number of adult protective service cases referred to the Department of Human Services for investigation.

\_\_\_\_\_

Completed by \_\_\_\_\_ Date \_\_\_\_\_

# **FVS BUDGET REVISION REQUEST**

<http://www.state.tn.us/finance/rds/manuals.htm>

After web page opens please scroll to the bottom of the screen to locate the appropriate fund source and click **FVS**.

For PRINTED VERSIONS you will need to type the above referenced web site address in your internet explorer address box. Click “Go”. Then follow the instructions above this paragraph.



## **PROGRAM LOGIC MODEL**

Click the link below to be taken to the logic model:

<http://www.state.tn.us/finance/rds/logicmodel.pdf>

For PRINTED VERSIONS you will need to type the above referenced web site address in your internet explorer address box. Click “Go”.

## **CORE OUTCOME INDICATORS AND MEASURES**

Click the link below to be taken to the Core Outcome Indicators and Measures:

<http://www.state.tn.us/finance/rds/coreout.pdf>

For PRINTED VERSIONS you will need to type the above referenced web site address in your internet explorer address box.. Click “Go”.

## **SAMPLE VICTIM/COMMUNITY/COLLABORATOR SURVEYS**

Click the link below to be taken to the Victims Services Surveys:

<http://www.state.tn.us/finance/rds/victimshomepage.htm>

After arriving at the web page scroll down to the approximate center of the page. The surveys are listed by Outcome Measure. Click on the appropriate name to see the survey then click print.

For PRINTED VERSIONS you will need to type the above referenced web site address in your internet explorer address box.. Click “Go” and follow the instructions listed above.

## **VICTIMS SERVICES CONTRACT PERFORMANCE REVIEW PROCESS**

Click the link below to be taken to the Performance Review Process:

<http://www.state.tn.us/finance/rds/PMR.pdf>

For PRINTED VERSIONS you will need to type the above referenced web site address in your internet explorer address box. Click “Go.

# **FAMILY VIOLENCE SHELTER PERFORMANCE STANDARDS**

## **I. Introduction**

National attention continues to be focused on the issue of family violence. Violence at home has truly become an epidemic in this country. Statistics have indicated that domestic violence is the single greatest cause of injury to women. Husbands and partners batter at least four million women every year. The impact of such family violence and intimate violence include physical injury and death of primary or secondary victims, psychological trauma, isolation from family and friends, harm to children witnessing or experiencing violence in homes in which the violence occurs, increased fear, reduced mobility and employability homelessness, substance abuse, and a multitude of other health and related mental health consequences. The perpetuating cycle of violence is evident when we see that victims of abuse frequently become abusers themselves.

Less than two decades ago, few states had any laws aimed at reduction or preventing violence between family and household members. During the last eighteen years, numerous states have passed legislation of family violence. Tennessee was one of those states whose legislation created funding for shelters and other services for violent families. Tennessee's legislation recognized family violence as a critical social issue which can affect individuals in all types of relationships. However, the legislation limits the use of the specified State dollars to certain "eligible" individuals.

In July 1998, the Tennessee Department of Finance and Administration, Office of Criminal Justice Programs was designated the single state agency to administer the family violence programs funded with State monies under Public Chapter 930, Acts of 1984 and for administering the Federal funds under the Family Violence Prevention and Services Act. The Department of Human Services had previously administered these funds and had convened a subcommittee of the Family Violence and Child Abuse Prevention Advisory Committee to develop performance standards for family violence shelters and shelter services which provided funding from this legislation.

## **II. Purpose of Performance Standards**

These performance standards developed for family violence shelters and shelter services are stated as minimum requirements to be addressed in order to receive funding from State and Federal family violence sources. Services provided through other funding sources or to individuals deemed ineligible under State or Federal guidelines are not subject to these performance standards.

These performance standards:

- a. Provide a frame work within which family violence shelters can develop a safe, secure environment for residents and within which quality shelter services can be organized, delivered and evaluated;
- b. Define and describe the components of the service, and

- c. Delineate requirements which must be met during the service delivery process.

These standards will become part of the contract of each agency which provides family violence shelter and shelter services. Each agency must meet all of the requirements established by the standards in order to be in full contractual compliance.

### **III. Eligibility for Family Violence Shelter and/or Shelter Services**

For the purpose of this Chapter, family or household members mean individuals who customarily reside in a household and who are in need of temporary shelter because their lives or welfare are in danger.

Eligibility for services are:

- a. To receive shelter and/or shelter services, the individual (victim) should customarily reside in a household with the perpetrator.
- b. An eligible individual is one who is in need of temporary shelter, and upon whom the perpetrator has caused or attempted to cause bodily injury or has established fear of imminent, physical harm by threat or action or has put at risk the individual's welfare.
- c. Individuals may be deemed eligible for services if they are adults eighteen years of age or older or emancipated minors, regardless of sex, mental functioning, or handicap.
- d. Children or dependents of the eligible individual are eligible for equivalent family violence shelter or shelter services (\*) regardless of sex, age, mental functioning or handicap. (\*) Equivalent Services can be construed to mean referral to more appropriate agencies.

### **IV. Program Requirements**

Family violence programs funded with State monies under Public Chapter 930 shall include, at minimum, a family violence shelter as defined below and a series of shelter services considered vital to the needs of the victim, children and dependents. Shelter services shall be available to eligible individuals whether or not residency in a shelter is required. Shelter services may be provided within a shelter facility and/or outside a shelter facility. The eight core services required of all programs consist of shelter, hotline, referral services, counseling for family violence victims, advocacy for family violence victims, transportation arrangements, follow-up, and community education.

- a. Family Violence Shelters (Definition)

A place where only family violence victims, their children and dependents can seek temporary refuge twenty-four hours a day, seven (7) days a week, 365 days a year. This definition includes a program which operates a shelter, or which develops and manages a system under which safe homes or commercial lodgings are used as a refuge for family violence victims, their children and dependents. Commercial lodging is the least acceptable residential service to be provided.

Standards, which apply to safe homes and commercial lodging, are outlined in Section 3 and 4. Shelter facilities must have confidential locations and be located in separate facilities that exclusively serve family violence victims and their dependents. Eligible programs must have some form of shelter at the time of application with definite plans of opening a facility with a confidential location.

b. Physical Plant (Shelter)

- (1) The Department shall review shelter programs to determine compliance with certain requirements pertaining to fire, health and safety. Compliance with the requirements of Chapter 21 of the Life Safety Code (Fire Standards), provided herein, however, shall not relieve the agency from the legal responsibility of complying with all other applicable health and safety codes and standards. The Department of Finance and Administrations' program evaluators will monitor the following requirements.
  - i. No lead paint or peeling paints in the shelter or on shelter walls, furniture, cabinets, doors, windows, stairs, and porches; and
  - ii. All hazardous materials must be safely secured and stored away from the reach of children.
  - iii. All electrical outlets not in use must contain child proof plugs.
- (2) A shelter program shall have arrangements for the provision of food. In a shelter, this includes access to cooking facilities, refrigeration and utensils or equipment.
- (3) A shelter program shall have bathing, lavatory and toilet facilities available on the premises. The shelter program will provide access to laundry facilities.
- (4) A shelter program shall have sleeping beds available for each person in residence. Cribs or playpens shall be available for infants and toddlers.
- (5) A shelter program shall provide a centrally located secure storage for medications belonging to residents.
- (6) A shelter program shall provide residents access to telephone communications.
- (7) A shelter program shall provide that all external entrances or exits, to include doors, windows, skylights, cellars, etc., are securable.
- (8) A shelter program shall provide access to supplies for personal hygiene of all residents.
- (9) A shelter program shall provide a reasonably safe and comfortable environment in which to reside, which includes heat, ventilation, and

cleanliness. A shelter must have adequate heating/cooling equipment to be comfortable whenever necessary. A shelter must have carbon monoxide detectors installed and centrally located, if gas appliances are used.

- (10) A shelter program shall prohibit possession and use of weapons, alcohol or illegal drugs on its premise.
- (11) A shelter program shall have a secure play space for children and appropriate play equipment.

c. Program (Shelter, Safe Home, Commercial Lodging)

- (1) A shelter program shall provide all residents of their facility an orientation to the premises. This orientation will also include an explanation of facility rules, rights and responsibilities of the residents and the operating procedure of the facility.
- (2) A shelter program shall have staff on the premise 24 hours or written policy which establishes immediate access to staff or trained volunteers. This access shall be available to residents in shelters, safehomes or commercial lodging. This policy must be made available to all residents.
- (3) A shelter program shall have a written plan for fire/tornado evacuation. Evacuation plans must be posted; and reviewed during orientation. Fire and tornado drills must be held periodically.
- (4) A shelter program shall have a written policy concerning the security of resident's belongings.
- (5) A shelter program shall have written policy which provides for the security and confidentiality of residents' location. This policy must include procedures regarding intruders or trespassers, contact with local law enforcement, and access to staff or the designated person, twenty-four hours a day.
- (6) A shelter program shall provide access to a telephone and have written policy for utilization of the telephone by residents.
- (7) A shelter program shall have written policy and procedure for emergency medical needs and routine medical needs of shelter residents.
- (8) A shelter program shall have services for child residents which includes:
  - i. Staff or volunteers trained to meet needs of children.
  - ii. Provision of counseling and/or advocacy for children.
  - iii. Provisions for adequate and secure indoor play space and recreational activities. Outdoor space, where available, should be adequate and secure.



- iv. Age appropriate intervention activities based on needs of the individual child.
- v. Written policy concerning educational plan for children in the shelter.
- vi. Written policy concerning non-violent discipline to be practiced by staff and residents alike.
- vii. Written policy regarding child care.
- viii. Written policy and procedure regarding reporting of child abuse to the Department of Children's Services.
- ix. Written policies regarding the rights and responsibilities of children and an orientation of these children where age appropriate to these rights and responsibilities.

d. Safe Homes/Commercial Lodging

Eligibility standards described in Section 3 apply to shelter, safe homes, and commercial lodgings as residential services. Additional standards specifically for safe homes and commercial lodging includes:

- (1) The shelter program shall have a written process for the selection and continued evaluation of safe homes.
- (2) The shelter program shall provide adequate and appropriate training for safe home providers.
- (3) Safe home providers shall have a written statement of the rights and responsibilities provided by the shelter program.
- (4) Safe homes should provide sleeping privacy for guests and access to bathing and laundry facilities, food and telephone access.
- (5) The shelter program will assure that residents of a safe home system or commercial lodging have equal access to all the core services including daily contact by staff or trained volunteer.
- (6) As noted, commercial lodging is available for use by shelter programs. However, commercial lodging is the least preferable type of residential service. Programs are encouraged to develop a safe home network system or ideally a separate shelter facility to assure quality service delivery. Programs must at least have definable plans for the opening of a separate shelter facility with a confidential location.

e. Shelter Services (Definition)

- (1) Activities which are provided to eligible victims of family violence, their children and dependents as part of an organized program which may or may

not include residential services through a family violence shelter. The program of shelter services should be organized to include all of the described core services which are basic to the needs of the victims, their children and dependents.

f. Core Services

- (1) Twenty-four Hour Access To Telephone Crisis-Hotline - This service may be a contracted service; may be operated directly by staff or trained volunteer; or may be on a call forwarding system if available. Answering machines may not be used, except in localities where call forwarding is not available. Then, the answering machine may be used only for restricted periods of time, up to a maximum of one hour per usage. The immediate return of calls received on an answering machine or through the contracted service is required.
- (2) Referral - Appropriate linkage and access to community resources to meet the needs of the victims or their children or dependents. These linkages may include community services such as medical, legal, judicial, mental health, educational, housing, employment, financial and in-kind assistance, social, alcohol and drug rehabilitation and protective services for adults and children.

Individuals who are eligible for shelter or shelter services but who cannot be served in a program, shall receive referral services to a more appropriate program.

- (3) Counseling for Family Violence Victims. This service may be provided on the telephone, or on an individual or group basis by the staff of the program or trained volunteers. This service shall be provided to the victim. Children, dependents and significant family or support individuals may receive counseling on behalf of the victim. This service contrasts to therapy provided through a mental health service which is not a core service for intervention with victims of family violence. Individuals who require therapy in addition to counseling as part of their plan of service shall be referred to mental health services within the community.

The following types of counseling shall be available:

- i. Crisis intervention.
- ii. Support counseling.
- iii. Information sharing on domestic violence dynamics and other related issues.
- iv. Individual planning to include assessment, goal and resource development, and evaluation.
- v. Safety planning.

- (4) Advocacy for Family Violence Victims. Advocacy for family violence victims shall occur at two levels in order to assure impact on the needs of the victim, children and dependents.

Individual advocacy may include the following types of activities:

- i. Preparation in using other community resources.
- ii. Identification of significant individuals to contact.
- iii. Establishing linkage with community resources.
- iv. Facilitating provisions of services.
- v. Providing accompaniment and support to the victim.

Systems advocacy includes intervention with such organizations as medical, legal, judicial, educational, financial, social, mental health, transportation, law enforcement, religious, housing and employment. Advocacy activities within these organizations may include:

- i. Establishing and maintaining linkage with community agencies and individuals.
- ii. Training community agencies.
- iii. Participating in appropriate professional organization and community services network.

- (5) Transportation Arrangements

This service may be provided by the most appropriate means for the area.

Transportation arrangements may be provided by staff or volunteers in personal vehicles or commercial vehicles such as bus or cab, or by local law enforcement officials, or human service agency representatives.

Transportation arrangements may be needed for the removal of the victim and dependents from the situation, transportation to the shelter or a safe place, for vital services and/or attainment of necessary community services. The client is encouraged to provide or arrange for transportation services when possible.

- (6) Follow-up

Follow-up service is specifically designed for individuals who have been residents of a shelter, safe home or commercial lodging. Follow-up services may include any of the core services to assist in stabilizing the victim's circumstances. Continued involvement of the program, type of follow-up service, and length of time available shall be determined by the client wherever possible or appropriate. Programs, whose follow-up service is formalized for research or data purposes, must respect the

victim's safety and confidentiality. Recontact for any purpose may be conducted only with the victim's written prior approval.

(7) Community Education

This service shall be provided by staff or trained volunteers through public awareness campaigns, public speaking, training activities and media messages with the following objectives in mind:

- i. Informing the community of the services available.
- ii. Educating the community or specific groups on the issues of family violence.

g. Non-Core Services

(1) Counseling for Perpetrators

The primary focus of program services is to meet the needs of victims of family violence, their children or dependents. However, the law allows for the provision of services to the perpetrator. Programs may elect to provide services which target the perpetrator's needs only after all core services for the victims and their children and dependents are fully developed.

A shelter program may operate their own perpetrator's program or may contract with an independent perpetrator program in the community. Program staff time may be used for the training of providers, referrals, court liaison work, and follow-up.

Shelter programs which provide direct services to perpetrators or have staff linkage to perpetrator programs shall:

- i. Operate with a philosophical base which recognizes battering as a crime, and as a responsibility of the perpetrator; which acknowledges battering as a complex issue which involves power struggles wherein one individual or group uses violence to exert control over another; which recognizes that battering has been condoned and perpetuated by systems of discrimination in our society.
- ii. Maintain separate advisory committees for the perpetrator program and the victim program.
- iii. Allow court mandated or voluntary program designs. A court mandated design shall maintain clearly enforceable consequences for non-compliance by the perpetrator.
- iv. Operate the perpetrator program in a separate location from that which serves the victim, their children and/or dependents.

- v. Maintain direct contact with the victim's shelter program to ensure the continued safety of the victim, child and dependent.
- vi. Assure the right of confidentiality of and between the perpetrator and victim.
- vii. Assure that the provision of services to either the victim or the perpetrator is not conditional or contingent upon participation of either in the other's service plan.

## **V. Program Administration**

- a. The program shall have a written non-discrimination policy with regard to sex, race, religion, sexual preference, national origin, disability, age, or marital status in administering the program of services.
- b. Each program shall have written rules, regulations and rights which are given to shelter residents and available to non-residents as appropriate as part of the intake process. These should include:
  - (1) An explanation of services available.
  - (2) House rules, as appropriate.
  - (3) Confidentiality.
  - (4) Reasons and process for termination from the program.
  - (5) Program length of stay, availability of extension, and the process for re-entry to the program.
  - (6) Policy and procedures for child abuse reporting; and adult abuse reporting.
  - (7) Grievance procedures.
- c. Termination of Shelter/Services to Individuals - Program policy regarding termination must require:
  - (1) Notification to the individual in writing and verbally of decision, reasons for termination and right and process of appeal.
  - (2) Notification, in writing, of services available from program to facilitate termination process.
  - (3) The knowledge and approval of the program director or designee for all terminations.
- d. Grievance Procedure  
Program policy regarding grievance shall require:

- (1) Procedures which clearly describe the lines of decision-making for appeals.
- (2) Appeals to be submitted in writing within 24 hours of the event.
- (3) Response to an appeal at each level to be within 24 hours and in writing. (Due to the time line, OCJP should be omitted from the appeal procedure).
- (4) A copy of the grievance, supportive information and disposition of the appeal be maintained in the individual's file.

e. Confidentiality

Program policy regarding confidentiality shall require:

- (1) The shelter program to have written policy regarding the disclosure of information about any program participant. This policy will specify procedures regarding release of client information to include who may release information, what types of information may be released, to what resources the information may be released, the purpose to release information and under what conditions information may be released.
- (2) Prior written consent of the program participant to release any information is required except under four conditions:
  - i. Disclosure for medical emergency;
  - ii. Disclosure to legal guardian of a program participant who has been legally declared incompetent;
  - iii. Disclosure for reporting of child abuse or adult abuse; and
  - iv. Disclosure required by subpoena or for monitoring and auditing purposes
- (3) The staff of the shelter program and volunteers are to be fully informed of the ethics of confidentiality and sign a oath of compliance with the confidentiality requirements of the program.

f. Evaluation

- (1) The shelter program must provide a mechanism for participant evaluation of services provided.
- (2) The shelter program must provide for an annual evaluation of their established goals and objectives.

## VI. Service Delivery Process

The goal of all service delivery is to provide for crisis intervention and continued safety for the victim, children and dependents and to empower the victim to meet self-determined goals. The service delivery process involves four areas - intake, assessment, case plans, and case records. Staff and supervised trained volunteers may provide services.

### a. Intake

The shelter program shall have written policy regarding intake procedures. The policy shall address:

- (1) Availability of intake 24 hours a day, seven days a week.
- (2) Type and extent of information required to determine and document eligibility.
- (3) Procedure to assist immediate needs, including safety, and to determine appropriate services or referral, and
- (4) Clarification of access to program services.

### b. Assessment

The shelter program shall provide on-going assessment of each eligible participant and their situation. This assessment shall constitute the basis upon which the service plan and safety plan are developed with each of the participants.

The assessment is influenced by the following factors.

- (1) The circumstances of the victim such as their age, physical condition and emotional state; and their level of danger or risk.
- (2) Responsibilities for children or dependents and their needs.
- (3) Strength of and access to family relationships and support networks.
- (4) Educational and personal skills levels, and economic resources available to structure a level of service provision.
- (5) Progress in achieving goals established in service plan (relates to assessment prior to development of safety plan).

### c. Case Plan

Three plans are available to structure service provision for the eligible victim. Each of these plans is developed with the full participation and involvement of the victim. Each is outlined below.

The first plan is termed a service plan. The plan will identify a goal, and outline the services and resources necessary to meet the goal and facilitate the safety of

the individual. In addition, the plan will identify the staff responsible for coordination of service provisions and estimate the time frames for provision of the services.

The second plan is the safety plan. This plan is developed with participation of staff or trained volunteers. The victim does not have to be a resident of a shelter facility to develop a safety plan. This plan is designed to give the victim options, and a plan of action, once the victim leaves the shelter or is thinking about leaving their abuser. Children should also complete a safety plan, when age appropriate.

The third plan is the exit plan. This plan is developed, if possible, at the time the victim leaves the shelter. Such a plan may also be in order at the time the victim completed a shelter service. The exit plan will contain a brief synopsis or check-off indicating progress on services provided. It will designate additional services needed and potential resources for those services. The safety plan is an integral part of the exit plan. During the development of the exit plan, the victim shall be notified of the availability of continued or additional services if re-entry is required. The victim must be provided an opportunity to evaluate the program of services.

d. Case Record

Case records are required on each customer. The case record shall reflect the range of services provided to the victim including services provided to children, dependents and perpetrator. Documentation of services provided shall be brief and concise; documentation should be recorded in a professional manner. Documentation may vary from a single page form which documents a hot-line call to a full case narrative.

Each case record, residential and non-residential shall contain as appropriate:

- (1) Intake information.
- (2) Assessment.
- (3) Service plan.
- (4) Exit plan which includes follow-up.
- (5) Safety plan

In addition, residential records shall include:

- (1) Health releases for women and children .
- (2) Release of information forms.
- (3) A copy of the rules, rights and responsibility sheet of the shelter which reflects the signature of the resident (s).



## **VII. Agency Requirements**

### **a. Administration**

- (1) The program administration shall assure, to the extent feasible, that any funds allocated for family violence shelter or shelter services shall be used to provide services in addition to those already provided by the Office of Criminal Justice Programs, in the Department of Finance and Administration.
- (2) The program administration shall be a public or a not-for-profit corporation, and be tax-exempt under Section 501 of the Internal Revenue Code.
- (3) The program administration shall comply with Tennessee Code Annotated, Section 37-1-403 and 37-1-605 by reporting cases of suspected child abuse to the Department of Children's Services and Tennessee Code Annotated, Section 71-6-103 by reporting cases of suspected adult abuse to the Department of Human Services. Appropriate adult protective service referrals would be those adults who are elderly or mentally or physically impaired, and who are incapable of obtaining for themselves the basic care or protection they require.
- (4) The program administration shall submit monthly statistical reports to program staff to include the number of victims served, number of shelter nights, volunteer hours provided, crisis calls received, and counseling hours provided. In addition, the program administration shall submit to the Department a written annual report on the progress made toward achievement of the program's goals and objectives. No information contained in the report shall identify any person served or enable any person to determine the identity of such a person. Additional information may be requested periodically.
- (5) The program administration shall be in compliance with Titles VI and VII of the Civil Rights Act of 1964, as amended, the Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973, and the Pro-Children's Act of 1994 (Public Law 103-227, Part C. Environmental Tobacco Smoke).

### **b. Governing Boards**

- (1) All agencies shall have a governing board which meets regularly with staff.
- (2) All shelter programs which are incorporated in umbrella agencies shall have a separate advisory body in addition to the governing board.
- (3) A designated member of the advisory body shall serve on the governing boards.

- (4) Membership on the governing board or the advisory body, in the case of a shelter program incorporated into an umbrella agency, shall consist of individuals who reside in the community served by the shelter program, who have an understanding of the problem of family violence, who have an interest in the prevention of family violence and provision of services to victims of family violence.
- (5) Membership of the governing board or advisory body should be broad based, must reflect the racial and ethnic composition of the community served and should include representative victims of family violence.
- (6) Women should maintain a significant proportion of key decision making positions on the governing board or advisory body.
- (7) Board members must not be related by blood or marriage to other board members or staff, and must use good judgment to avoid even the appearance of a conflict of interest.

c. Personnel Requirements

- (1) The governing body shall adopt and have implemented written program personnel policies which are reviewed annually. These policies, which pertain to paid personnel only, shall address:
  - i. Non-discrimination in regard to sex, race, religion, color, sexual preference, national origin, disability, age or marital status;
  - ii. Recruitment, selection, promotion, and termination;
  - iii. Benefits;
  - iv. Vacation, sick leave and annual leave accrual compensatory time;
  - v. Rules of conduct;
  - vi. Disciplinary actions;
  - vii. Grievances;
  - viii. Supervision; and
  - ix. Written work performance evaluation.
- (2) Written job description for all program positions shall be available. These written descriptions shall include but not be limited to:
  - i. Job title;
  - ii. Tasks and responsibilities of the job;
  - iii. Required skills, knowledge and experience;
  - iv. Salary range; and

v. Lines of authority

d. Staff Requirements

All staff employed with a shelter should possess an understanding of the issues of family violence.

(1) Qualifications

- i. Program director: minimum requirements include a high school diploma or GED certification and additional life, work or educational experiences which apply to the duties and responsibilities outlined in the job description.
- ii. Support staff: minimum requirements include life, work or educational experiences which apply to the duties and responsibilities outline in the job description. Such support staff positions should include coordinators, direct service case workers, house managers, secretarial, maintenance, bookkeepers, and other professional staff.

(2) Wage and Hour Requirements

The shelter program positions shall be compensated in compliance with applicable federal and state laws which include the Fair Labor Standards Act.

(3) Orientation

The shelter program shall provide for a staff orientation which shall include:

- i. Insuring overall familiarization with the agency and program purpose, objectives, structure and policy; and
- ii. Specific exposure to and training in the duties of the position.

(4) Staff Development

The shelter program shall provide a written plan for staff development and training which shall include:

- i. Initial training for new staff;
- ii. Ongoing training for personnel;
- iii. Policy for leaves for conferences, classes or institutes; and
- iv. Regular staff meetings for discussion of programs, problems, policies and method of practice.

(5) Volunteers

A shelter program shall have written policy and a plan on the use of all volunteers (direct services, maintenance, and transportation) which shall include:

- i. An application filed and individual screening;
- ii. A full description of duties and rights, including confidentiality policy and practices;
- iii. Provision for supervision;
- iv. Provision of role appropriate orientation, initial training and ongoing training.
- v. Guidelines and policy for termination; and
- vi. Policies and procedures for contracting of volunteer services.

This policy shall assure non-discrimination in regard to sex, color, race, religion, sexual preference, national origin, disability, age, or marital status in the recruitment, and selection of volunteers and in placement of assignment. Where possible, volunteers should be selected to reflect the racial and ethnic composition of the community served by the shelter program.

## **LIFE SAFETY CODES (FIRE STANDARDS)**

Click the link below to be taken to the Life Safety Codes (Fire Standards)

<http://www.state.tn.us/finance/rds/0405fvsmanual.pdf>

For PRINTED VERSIONS you will need to type the above referenced web site address in your internet explorer address box.. Click “Go”.

## **RULES/GUIDELINES FOR OCJP – REQUIRED DATA COLLECTION**

Click the link below to be taken to the Rules/Guidelines for OCJP – Required Data Collection:

<http://www.state.tn.us/finance/rds/datacoll07.pdf>

For PRINTED VERSIONS you will need to type the above referenced web site address in your internet explorer address box. Click “Go.”